



**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

KENNETH HAHN HALL OF ADMINISTRATION
500 WEST TEMPLE STREET, ROOM 525
LOS ANGELES, CALIFORNIA 90012-2706
PHONE: (213) 974-8301 FAX: (213) 626-5427

WENDY L. WATANABE
ACTING AUDITOR-CONTROLLER

ASST. AUDITOR-CONTROLLERS

ROBERT A. DAVIS
JOHN NAIMO
MARIA M. OMS

May 20, 2008

TO: Supervisor Yvonne B. Burke, Chair
Supervisor Gloria Molina
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: Wendy L. Watanabe *Wendy Watanabe*
Acting Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – WEST COVINA
GROUP HOME, WEST COVINA GROUP HOME II**

We have completed a review of West Covina Group Home II (Group Home or Agency) operated by West Covina Group Home, Incorporated. The Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

West Covina Group Home II is a six-bed facility, which provides care for boys ages 11-17 years who exhibit behavioral, social and emotional difficulties. At the time of the monitoring visit, West Covina Group Home II was providing services for six DCFS children.

West Covina Group Home II is located in San Bernardino County.

Scope of Review

The purpose of the review is to determine whether the Agency is providing the services as outlined in their Program Statement. Additionally, the review covers basic child safety and licensing issues and includes an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, a facility inspection and interviews with children placed in the Group Home at the time of the review. Interviews

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with children are designed to obtain their perspectives on the program services provided by the Agency and to ensure adherence to the Foster Youth Bill of Rights.

Summary of Findings

Generally, the Agency is providing the services as outlined in their Program Statement. The Agency needs to address a few deficient areas such as repairing the kitchen cabinet doors and cleaning the oven, bathtub and shower tiles. The Group Home also needs to develop comprehensive Needs and Services Plans and maintain documentation to show that children taking psychotropic medications are routinely seen by the prescribing psychiatrist.

Attached is a detailed report of the review.

Review of Report

We discussed our report with the Agency's management. In response to the recommendations made in the report, the Agency's management completed a corrective action plan (attached) which we approved. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me or have your staff contact Don Chadwick at (626) 293-1102.

WLW:DC:CC:ek

Attachments

c: William T Fujioka, Chief Executive Officer
Patricia S. Ploehn, Director, DCFS
Susan Kerr, Senior Deputy Director, DCFS
Robert B. Taylor, Chief Probation Officer
Barbara Okonkwo, President, Board of Directors, West Covina Group Home
Hardip Gill, Executive Director, West Covina Group Home
Public Information Office
Audit Committee

**West Covina Group Homes
West Covina Group Home II
Chino, California 91710
License Number: 360911241
Rate Classification Level: 11**

I. Facility and Environment

Method of assessment – Observation

Comments:

West Covina Group Home II is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

Generally, the interior of the Group Home is well maintained. The common quarters are neat. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, the kitchen cabinet doors are broken and the oven is dirty. The bathtub in bathroom one and the shower tiles in bathroom two are dirty.

Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendations

1. West Covina Group Home II management:

- a. Repair the cabinet doors in the kitchen.**
- b. Clean the oven.**
- c. Clean the bathtub in bathroom one.**
- d. Clean the shower tiles in bathroom two.**

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current and include short and long term goals. However, the NSPs are not comprehensive.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendation

- 2. West Covina Group Home II management develop comprehensive Needs and Services Plans that include measurable and attainable goals.**

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendation

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendation

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

Children have current court authorizations for psychotropic medication. However, documentation does not confirm that children taking psychotropic medications are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication and are aware of their right to refuse medication. Medication distribution logs are properly maintained.

Recommendation

- 3. West Covina Group Home II management maintain documentation to show that children taking psychotropic medications are routinely seen by the prescribing psychiatrist.**

VI. Personal Rights

Method of assessment – Interviews with children

Sample size: Two

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to make and receive personal telephone calls, send and receive unopened mail and have private visitors. Children attend religious services of their choice.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks. Children also receive voluntary medical, dental and psychiatric care.

Recommendation

There are no recommendations for this section.

VII. Clothing and Allowance**Method of assessment – Review of relevant documents and interviews**

Sample size: two

Comments:

The Group Home provides appropriate clothing, items of necessity and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

Recommendation

There are no recommendations for this section.



WEST COVINA GROUP HOME

4041 Carroll Court
CHINO, CA 91710

Phone: (909) 591-2589
Fax: (909) 364-2311

TO: Candace Rhue, Group Home Audit Supervisor
Dept of Auditor Controller
500 W. Temple St., Room 515-A
Los Angeles, CA 90012

FROM: West Covina Group Home II

RE: Corrective Action Plan For Audit – (February 12, 2008)

The Corrective Action Plan (CAP) has been implemented as follows for the West Covina Group Homes located at 4041 Carroll Court, Chino, CA 91710 (Licenses # 360910281)

Recommendation

1. West Covina Group Home II management:

A. Repair the cabinet doors in the kitchen

Corrective Action Plan

The agency retained the services of a contractor to install all new kitchen cabinets and all new marble counter tops in the entire kitchen. This project has since been completed. Staff have as well, been instructed to wipe down the cabinets often to ensure the new cabinets and counter tops are maintained.

B. Clean the oven.

Corrective Action Plan

The agency retained the services of a professional cleaner that have now thoroughly cleaned the stove. Staff has as well been instructed and will be monitored to ensure the clean stove is kept up. The agency will maintain a professional services and deep cleaning of the stove periodically. Staff has been instructed to clean these areas daily to ensure appropriate maintenance. Facility manager will check that this is done on a daily basis.

C. Clean the bathtub in bathroom one.

Corrective Action Plan

The agency retained the services of a professional cleaner that have now thoroughly cleaned the bathroom one. Staff has as well been instructed to ensure proper supervision of resident's while they complete their daily chores as in the bathroom. Staff will in the future clean up the bathroom to ensure that all sanitary standards are maintained. The agency will maintain a professional cleaning service for deep cleaning of the bathrooms periodically. Staff has been instructed to clean these areas daily to ensure appropriate maintenance. Facility manager will check that this is done on a daily basis.



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D. Clean the shower tiles in the bathroom two.

Corrective Action Plan

The agency retained the services of a professional cleaner that have now thoroughly cleaned the shower tiles in bathroom two. Staff has as well been instructed to ensure proper supervision of resident's while they complete their daily chores as in the bathrooms as in all parts of the living unit. Staff will in the future clean up the shower tiles in the bathroom to ensure that all sanitary standards are maintained. The agency will maintain a professional cleaning service for deep cleaning of the bathrooms periodically. Staff has been instructed to clean these areas daily to ensure appropriate maintenance. Facility manager will check that this is done on a daily basis.

Recommendation

2. West Covina Group Home II management maintain comprehensive Needs and Services Plans that include measurable and attainable goals.

Corrective Action Plan

The agency Licensed Clinical Social Worker in collaboration with the entire treatment team will now ensure that all NSP includes measurable and attainable goals based on all clients individual strengths and needs. This will as well be reviewed with the child's placement worker to ensure that appropriate standards are maintained.

Recommendation

3. West Covina Group Home II management maintain documentation to show that children taking psychotropic medications are routinely seen by the prescribing psychiatrist.

Corrective Action Plan

The agency has immediately implemented the use of our mental health verification forms, ensuring that consulting psychiatrist documents and verify by signature each time clients meet with him. It will include the nature of the visit, duration and any recommendations or adjustments by the psychiatrist. This form will be properly kept for review.

The Program Administrator in conjunction with the facility manager will be responsible for monitoring the corrective action plan.

Hardip Gill

Executive Director